

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,     ) Docket No. 911-009/PI-78  
on its own motion, to                 )  
investigate the current status        ) ORDER SCHEDULING WORKSHOP  
of Phase I enhanced wireless 911     )  
service and alternatives for           )  
handling wireless 911 calls for       )  
areas currently without enhanced     ) Entered: May 18, 2004  
911 service.                            )

BY THE COMMISSION:

O P I N I O N     A N D     F I N D I N G S

Pursuant to the Enhanced Wireless 911 Services Act <sup>1</sup> (the Act), the Commission and its staff have been actively assisting public safety answering points (PSAPs) and wireless carriers with implementation of wireless E911. Implementation of enhanced wireless 911 service has been divided into Phase I and Phase II.

In anticipation of the implementation of Phase II of enhanced wireless 911 service, the Commission found it necessary to evaluate the current status of Phase I, a necessary precursor to the implementation of Phase II, and to develop a process by which wireless 911 calls can be handled on a temporary basis in those counties currently without enhanced wireless 911 service. In furtherance of that effort, the Commission issued an order on March 30, 2004 requesting comment on the following issues:

1. If you are a PSAP without enhanced wireline 911, please identify the following:
  - a) What obstacles currently exist preventing the upgrade of your wireline 911 service permitting you to request implementation of Phase I enhanced wireless 911 service?
  - b) What hardware or software do you require in order to upgrade your wireline 911 service sufficiently to enable you to request implementation of Phase I enhanced wireless 911 service?
  - c) What is the current timeline for the upgrade of your wireline 911 service to meet the guidelines for implementation of Phase I enhanced wireless 911 service?

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<sup>1</sup> Neb. Rev. Stat. § 86-442 et seq. (Reissue 2002).

2. Please provide input as to what method should be used to handle wireless 911 calls in those areas that currently lack enhanced wireless 911 service including but not limited to routing calls to neighboring counties which have enhanced wireless 911 service or routing calls to the Nebraska State Patrol. In responding please comment on the following issues:
  - a) The technical and practical feasibility of implementing either option;
  - b) Any hardware or software necessary to implement either option;
  - c) Any issues relating to interoperability between equipment and systems including radios and teletypewriters (TTY) of the various counties;
  - d) The effects of either option on the receiving party's staffing level;
  - e) Any staff training issues that may arise from the implementation of either of these options;
  - f) Any potential liability issues relating to receiving and handling these calls;
  - g) Any costs resulting from the implementation of either option; and
  - h) Any other possible methods for the temporary handling of wireless 911 calls from counties currently without enhanced wireless 911 service.
3. Please provide any information regarding how other states may be handling wireless 911 calls in areas currently without enhanced wireless 911 service.

Comments were due on or before, April 30, 2004. The responses received were insufficient to adequately evaluate the issues presented.

The Commission is charged with the duty to "determine the most efficient method for providing enhanced wireless 911 service."<sup>2</sup>

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<sup>2</sup> Neb. Rev. Stat. § 86-464.

In the interest of carrying out the intent and purposes of the Act and to determine the most efficient method for providing enhanced wireless 911 service throughout the state, the Commission finds that it should further investigate the current status of the enhanced wireline 911 service throughout the state and alternatives for handling wireless 911 calls in those areas currently without enhanced wireless 911 service by holding a workshop. Participation from those counties without wireline E911 is especially vital in order to ensure that concerns of those counties may be addressed in any plan adopted by the Commission to complete implementation of Phase I.

A public workshop is hereby scheduled for June 24, 2004, at 10:00 a.m. CT in the Commission Library, 300 The Atrium, 1200 N Street, Lincoln, Nebraska to review the comments submitted and discuss further the current status of the enhanced wireline 911 service throughout the state and alternatives for handling wireless 911 calls in those areas currently without enhanced wireless 911 service. Videoconference links will be made available at the following sites:

McKinley Education Center  
301 West F Street, Rm. 1  
North Platte, NE 69101

Avera St. Anthony's Hospital  
Lower Level Conference Room  
2nd and Adams Street  
O'Neill, NE 68763

McMillen Hall - Rm. 208  
1205 E. 3<sup>rd</sup> Street  
McCook, NE 69001

Panhandle Learning Center  
High Plains Room  
4502 Avenue I  
Scottsbluff, NE 69361

Any party interested in participating via one or more of these videoconference sites should contact the Commission office by June 18, 2004, for further information.

#### O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that a public workshop is hereby scheduled for June 24, 2004, at 10:00 a.m. in the Commission Library, 300 The Atrium, 1200 N Street, Lincoln, Nebraska with video conference links available in O'Neill, North Platte, McCook, and Scottsbluff at the addresses listed above to review the comments submitted and discuss further the current status of the enhanced wireline 911 service throughout the state and alternatives for handling wireless 911 calls in those areas currently without enhanced wireless 911 service.

MADE AND ENTERED at Lincoln, Nebraska, this 18th day of  
May, 2004.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director